

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
FINANCE AND PERFORMANCE SCRUTINY COMMITTEE

Minutes of the meeting of the Finance and Performance Scrutiny Committee held at the County Borough Council Offices, The Pavilions, Cambrian Park, Clydach Vale on Monday, 19th September, 2016 at 5 p.m.

PRESENT

County Borough Councillor M.J.Watts – Chair

County Borough Councillors

G.R.Davies	S.Rees	E.Webster
S.Evans	R.W.Smith	C.J.Willis
P.Griffiths	P.Wasley	R.Yeo

Also in Attendance

Mr.J.Fish – Elected Parent/Governor (Education Co-opted Member)
Mr.R.Hull – Chair of Audit Committee
County Borough Councillor M.A.Norris – Cabinet Member for Corporate Services
County Borough Councillor L.M.Adams – Chair of Overview and Scrutiny Committee

Officers in Attendance

Mr.P.J.Lucas – Director, Legal & Democratic Services
Mr.P.Griffiths – Service Director, Performance & Improvement
Mrs.R.Edwards – Head of Customer Services
Ms.S.Davies – Head of Finance – Education and Lifelong Learning
Ms.K.May – Head of Democratic Services

14. APOLOGIES FOR ABSENCE

Apologies for absence were received from County Borough Councillors S.Bradwick, C.Davies (Vice-Chair of the Audit Committee), (Mrs.)C.Leyshon and B.Stephens.

15. DECLARATIONS OF INTEREST

RESOLVED – to note that in accordance with the Members' Code of Conduct there were no declarations of interest made at the meeting pertaining to the agenda.

16. MINUTES

RESOLVED – to approve as an accurate record the minutes of the meeting of the Finance and Performance Scrutiny Committee held on the 20th July, 2016.

Updates

- (1) Minute No.13 – with regard to the percentage of clients that reported feeling safer as a result of Independent Domestic Violence Advisor Intervention and the question raised by the Chair of the Health & Well-Being Scrutiny Committee in respect of to what extent is the provision delivered in partnership with the Police, it was reported that an email response to the Chair had been made by the Service Director, Public Health & Protection.
- (2) Minute No.13 – in respect of the Estyn School inspections outcomes, it was reported that a report is to be presented to Members of the Children and Young People Scrutiny Committee in the near future.
- (3) Minute No.13 – it was suggested by the Chair of the Public Service Delivery, Communities & Prosperity Scrutiny Committee that this Committee, in its capacity as the Council's designated Crime and Disorder Committee, should evaluate the performance of the Multi-Agency Safeguarding Hub.

17. PRESENTATION – CUSTOMER CARE SERVICE

Following the points raised by Members at the last meeting of this Committee in respect of Contact Centre average queue times, the Committee received Mrs.R.Edwards, Head of Customer Services, who with the aid of PowerPoint slides provided Members with an overview of the Role of Customer Care Services.

The Head of Customer Services informed Members that the Council's Corporate Vision was to ensure that by 2020 the majority of customer interactions with the Council would be via the web and other self service channels which would be quicker and more flexible, and she gave her observations under the following headings:-

- Lead and co-ordinate Customer Access Strategy and Services via:-
 - Web and wider self service (digital)
 - Contact Centre and One4all Centre – Advisor Assistance
 - Deployed and promoted relative to complexity of enquiry (risk)
- Contact Type and Volume for 2015-16 – Website visits 1.8 million, telephone calls 481,526 (excluding Adult Social Care & Lifelong and Out of Hours) and One4all visits 88,883.
- Contact Centre Role
 - The Contact Centre manages over 78% of all Council calls
 - Service Changes – reduction of 31% FTE over the past two years – did not redesign the service but did reset standards
 - Advisor Assistance – staff trained to deal with queries such as Council Tax
 - KPI is based on combination of two call types that are managed in the centre:-
 - Key number range queues – based on services
 - Historical “switch” calls based on `sites`
 - Queue Management

- Manage staff capacity
 - Each member of staff is dealing with approximately 70 calls per day
- Helping customer to self serve (24/7)
 - General signposting to the website 24/7 – all lines
- One4all Centre Performance
 - Service change fundamentally `redesigned service` - appointment led and reduced hours
 - Customer feedback
- Future Direction

Following the presentation made by the Head of Customer Services, Members raised questions in relation to staff recruitment and training, abandoned calls and use of the Welsh language, which were duly responded to.

RESOLVED – to note the information.

REPORT OF THE GROUP DIRECTOR, CORPORATE & FRONTLINE SERVICES

18. 2015/16 ANNUAL TREASURY MANAGEMENT REVIEW AND AMENDMENT TO THE 2016/17 INVESTMENT STRATEGY

The Head of Finance – Education and Lifelong Learning presented the report of the Group Director, Corporate and Frontline Services and provided Members with information on the following together with proposed amendments to the Investment Strategy for 2016/17:-

- The Council's Treasury Management activity during 2015/16; and
- The actual Prudential and Treasury Indicators for 2015/16.

Following the observations made by the Head of Finance – Education and Lifelong Learning, it was **RESOLVED** –

1. To note the contents of the report including the amendment to the Investment Strategy for 2016/17.

REPORT OF THE DIRECTOR, LEGAL & DEMOCRATIC SERVICES

19. DRAFTING A SCRUTINY WORK PROGRAMME FOR THE 2016/17 MUNICIPAL YEAR

The Director, Legal and Democratic Services sought the Committee's views on potential topics to be included in its Work Programme for the 2016/17 Municipal Year and were shown at Appendix 1 to the report.

In response to a question raised in relation to the Service Self Evaluations completed in 2015/16 (that had been made available on the Council's RCTSource), the Service Director, Performance and Improvement reported that the work programme could be further informed by up dated Service Self

Evaluations becoming available in autumn 2016 and also quarterly Performance Reports during the year.

Following consideration of the Committee's Work Programme, it was **RESOLVED –**

1. To agree the Work Programme for 2016/17 as shown at Appendix 1 to the report subject to a Special Meeting of the Committee being convened during the month of November to receive updates on the Service Change Evaluations of the Youth Service/E3 (brought forward from February, 2017) and Meals on Wheels; and
2. Members to be provided with updated summaries of the Service Self Evaluations.

**M.J.WATTS
CHAIRMAN**

The meeting closed at 6.20 p.m.